



Active Duty Family Members: Traveling With Prime

TEO FS-3

"Your Passport to Quality Health"

Fact Sheet

Whether you choose TRICARE Prime or Standard during your time in Europe, your TRICARE benefit is available to you no matter where you go. However, Prime enrollment protects you even further by ensuring you get priority care at all U.S. military treatment facilities (MTF) worldwide. Prime will also help you manage your medical bills when you're traveling.

The following are some of the circumstances in which you, an active duty family member enrolled in Prime, may find yourself while you're away from home. If you are active duty military, remember that you must have Service preauthorization before seeking civilian medical care, unless it is an emergency.

Traveling Overseas

If you require emergency medical care while on vacation, seek care at the nearest military treatment facility. If you aren't certain where to go, contact the nearest TRICARE Service Center (TSC) for referral to a host nation provider or seek care at the nearest emergency room, hospital or clinic (your TRICARE Europe Prime ID card lists contact numbers in Europe). In all cases, you must contact your servicing TRICARE Service Center as soon as possible — preferably before care is rendered or immediately afterward if this is not possible. This is essential to make sure your claims are processed correctly. **Remember that preauthorization is required for any non-emergency civilian care received overseas.** Claims submitted without an authorization will be paid at what is called the "point-of-service rate," which means you may end up paying a very high deductible and cost-share. Contact your servicing TSC for more details on this. If you incur a charge for civilian medical care, retain the itemized statement and any medical documentation and submit the claim to Wisconsin Physicians Services (WPS) at:

**TRICARE Europe
WPS — Foreign Claims
P.O. Box 8976
Madison WI 53708-8976**

If you are referred to a member of the Preferred Provider Network, the provider should submit your medical bills directly to WPS. Claims for authorized civilian care will be 100% paid, with no cost-shares, co-pays, or deductibles — provided it is a covered benefit.

Traveling In The States

If you need emergency medical care when traveling in the U.S., you are not required to seek authorization for care. Go

to your nearest military or civilian emergency room. If it is not an emergency, take the following steps:

- Go to the nearest MTF. If there is no local MTF, call one of the toll-free numbers on the reverse page to find out if there is a TRICARE network provider located near you.
- If there is none, make sure the civilian provider accepts the TRICARE/CHAMPUS allowable charges as payment in full, otherwise, you may be responsible for the charges above the allowable. If you find yourself in this situation, contact the nearest TRICARE office for assistance.
- The provider may file the claim for you, or you may be expected to pay first and then file the claim for yourself. In either case, all claims for family member care in the U.S. should be mailed to WPS (see address, previous column).

Traveling Outside the Region — Over 30 Days

If you will be traveling to the states for a visit that exceeds 30 days, you should contact your servicing TSC to request a transfer of your Prime enrollment to the region in which you will be staying. When you arrive at your destination, you must contact the gaining TSC to ensure your enrollment is transferred.

A TRICARE representative will provide you with an information packet that includes where to send your claims as well as information on the local civilian provider network. Once you return to Europe, you must contact your TSC again to ensure your Prime enrollment is transferred back.

Children Attending U.S. Schools

Children of active duty members assigned overseas who attend school or college in the U.S. must transfer their Prime enrollment to the TRICARE region where the school is located. If TRICARE Prime is not available in this area, these family members must disenroll from Prime and transfer to TRICARE Standard coverage.

Students or other family members may enroll in TRICARE Europe Prime if they live with their overseas-assigned active duty sponsor for an extended period of time. When students return to school in the U.S., they outprocess with their servicing European TSC and return to the coverage they had in the states (either Prime or Standard). Contact your TSC for more information.

Note: Children of retirees who are enrolled in TRICARE Prime in the states but attend school or spend their summers (over 90 days) in Europe with their retired sponsor should have their sponsor notify their servicing TSC to disenroll. TRICARE Prime is not available to retirees and their families in Europe.



CONUS Prime Family Members Visiting Europe

If a family member is enrolled in TRICARE Prime in a CONUS region and will be staying in Europe for less than 30 days, they may remain enrolled in Prime in their current region. However, they must have authorization from their PCM for anything other than emergency care or face a point-of-service charge for any civilian medical care.

TRICARE Europe Active Duty Family Member Civilian Care Costs			
CIVILIAN CARE BENEFITS	TRICARE EUROPE PRIME		TRICARE EUROPE STANDARD
	OVERSEAS	CONUS ¹	OVERSEAS AND CONUS
Annual Deductible	\$0	\$0	If E1-E4, \$50 per individual with a maximum of \$100 per family. If E5 or above, \$150 per individual with a maximum of \$300 per family
Annual Enrollment Fees	\$0	\$0	\$0
Prescription Drugs	\$0	\$3/\$9 ²	20% of allowable ³
Point of Service Option ³	Deductible of \$300 per individual with a maximum of \$600 per family plus a co-payment of 50% of all covered charges	Deductible of \$300 per individual with a maximum of \$600 per family plus a co-payment of 50% of all allowable charges	Not offered under TRICARE Europe Standard ⁴

1 TRICARE Europe Prime enrollees may have to pay some costs for care rendered in the US if the provider is not accepting assignments (non-participating provider) and is charging more than the TRICARE maximum allowable charge (TMAC).

2 The lower rate is for a generic drug, the higher rate is for a brand name drug.

3 Using TRICARE Europe Standard, beneficiaries pay 20% of billed charges for care delivered in Europe, but only 20% of allowable charges for care delivered in the United States. Beneficiaries should always ask providers if they accept the TRICARE allowable payment rates.

4 The Point of Service Option is a special type of coverage that is only available to TRICARE Prime members. It applies when you elect to receive non-emergency medical care that hasn't been arranged by your Primary Care Manager.

TRICARE Regional Points of Contact

State	Number	State	Number	State	Number
Alabama	(800) 444-5445	Louisiana (western)	(800) 406-2832	Pennsylvania	(888) 999-5195
Alaska	(800) 242-6788	Maine	(888) 999-5195	Puerto Rico/Virgin Islands	(800) 444-5445
Arizona (except Yuma)	(888) 874-9378	Maryland	(888) 999-5195	Rhode Island	(888) 999-5195
Arizona (Yuma only)	(800) 242-6788	Massachusetts	(888) 999-5195	South Carolina	(800) 444-5445
Arkansas	(800) 406-2832	Michigan	(800) 941-4501	South Dakota	(888) 874-9378
California (northern)	(800) 242-6788	Minnesota	(888) 874-9378	Tennessee	(800) 444-5445
California (southern)	(800) 242-6788	Mississippi	(800) 444-5445	Texas (eastern)	(800) 406-2832
Colorado	(888) 874-9378	Missouri	(888) 874-9378	Texas (western)	(888) 874-9378
Connecticut	(888) 999-5195	Montana	(888) 874-9378	Utah	(888) 874-9378
Delaware	(888) 999-5195	Nebraska	(888) 874-9378	Vermont	(888) 999-5195
Florida (except Panhandle)	(800) 444-5445	Nevada	(888) 874-9378	Virginia (northern)	(888) 999-5195
Florida (Panhandle Area)	(800) 444-5445	New Hampshire	(888) 999-5195	Virginia (southern)	(800) 931-9501
Georgia	(800) 444-5445	New Jersey	(888) 999-519	Washington	(800) 404-0110
Hawaii	(800) 242-6788	New Mexico	(888) 874-9378	Washington DC	(888) 999-5195
Idaho	(888) 874-9378	New York	(888) 999-5195	West Virginia (southwest)	(800) 941-4501
Illinois	(800) 941-4501	North Carolina	(800) 931-9501	West Virginia (northeast)	(800) 999-5195
Indiana	(800) 941-4501	North Dakota	(888) 874-9378	Wisconsin	(800) 941-4501
Iowa	(888) 874-9378	Ohio	(800) 941-4501	Wyoming	(888) 874-9378
Kansas	(888) 874-9378	Oklahoma	(800) 406-2832	TRICARE Europe	(888) 777-8343
Kentucky	(800) 941-4501	Oregon	(800) 404-0110	TRICARE Latin America	(888) 777-8343
Louisiana (eastern)	(800) 444-5445			TRICARE Pacific	(888) 777-8343

Note: These toll-free numbers are not free when dialing from overseas. However, you can contact a stateside base operator via DSN and ask them to place the number toll-free.